

**APPLY IN PERSON:**

Employment Information Center (M-W-F ONLY)  
Civic Center Plaza - 1200 3<sup>rd</sup> Avenue, Suite 101-A,  
San Diego, CA 92101

**INTERNET:** www.sandiego.gov/empopp

**APPLY BY MAIL TO:**

JOBS - City of San Diego Personnel Department  
1200 3<sup>rd</sup> Avenue, Suite 300, San Diego, CA 92101-4107  
**24 Hour JOBLINE:** (619) 682-1011

**CITY OF SAN DIEGO  
EMPLOYMENT OPPORTUNITY**

**#T1919 INFORMATION SYSTEMS TECHNICIAN**

**\*MONTHLY SALARY: \$3423 to \$4127, Monthly**

**\*APPLICATION FILING PERIOD: FIRST DATE: March 24, 2006**

**LAST DATE: April 26, 2006**

Applications received later than 5:00 p.m. on the last date to apply will be rejected. Please apply promptly since vacancies may be filled as soon as a sufficient number of applicants has been processed. Persons may apply only once during this application filing period. Future application filing periods may be announced.

**REQUIREMENTS:** You must meet **ONE** of the following requirement(s) on the date you apply, unless otherwise indicated.

**EDUCATION:** Successful completion of 30 college semester units, including at least 15 units in the field of **computer science** and **information systems**. (Course work limited to computer programming or the repair of computer hardware is **NOT** considered qualifying towards the 15 unit requirement.) **-OR-**

**EXPERIENCE:** One year of full-time experience performing paraprofessional information systems support work which must include responsibility for at least three out of five of the following areas: computer hardware or software acquisition and installation; system accounting and resource control; training system users; recommending modifications to existing systems; and/or performing on-going system maintenance and troubleshooting. **Experience solely as a system user or programmer; and/or performing digital troubleshooting; removal and replacement of discrete system components; or repair of electronic equipment is NOT qualifying.**

**\*HIGHLY DESIRABLE QUALIFICATIONS:**

1. Training and/or experience providing support functions for Windows NT, 2000, Crystal Reports and Queries, Cognos Insight, Microsoft Office Suite (Word, Excel, and Access) and/or Novell Netware. Examples of support functions include: password resets, basic user account administration, and user assistance with applications such as formatting, printing, and features in Word or Excel.
2. Associate's Degree or higher in the field of computer science or information systems.
3. Familiar with imaging hard drives.
4. Familiar with configuring various types of network access, including NetWare, Windows NT and Active Directory.

**NOTES:**

1. The ideal candidate will possess strong **communication** and **interpersonal** skills.
2. Information Systems Technicians are required to lift up to 30 pounds and must be able to bend, squat, and crawl on the job.
3. Additional training provided upon hire.

**LICENSE:** A valid California Class C Driver's License may be required at the time of hire.

**\*DUTIES:** Information Systems Technicians coordinate the acquisition, installation and movement of software, system terminals, printers and other peripheral devices; review requests for and recommend software and hardware acquisition; provide one-on-one training; troubleshoot the less complex hardware and software problems or coordinate problem resolution by San Diego Data Processing Corporation (SDDPC), private vendor staff or other City IT staff; assist professional information systems personnel in the implementation of a component of a larger, more complex system; maintain computer inventory; develop minor computer applications using off the shelf software of 4th generation programming languages; develop and generate a variety of specialized statistical and operational reports; may represent the department on departmental technical committees; maintain systems documentation; review information systems costs for appropriateness; maintain wired and wireless networks; hand code and troubleshoot HTML and DHTML (XML desirable) using industry standard web authoring tools; code and troubleshoot java script; and perform related work.

**HOW TO APPLY:** Submit a completed **DATA ENTRY FORM** and **APPLICATION/SUPPLEMENT (including any attachments)** for this position. Your Application/Supplement will be made available to the hiring department(s). Please submit requested materials only.

**THE SCREENING PROCESS** will consist of a comprehensive evaluation of the **Application/Supplement** for applicable education, experience, and/or training. Only those applicants whose qualifications most closely relate to the position requirements will be placed on the eligible list.

**ELIGIBLE LIST:** Candidates who are successful in the screening process described above will be placed on a **one category** eligible list which will be used to fill position vacancies during the next **one year**. For each vacancy, only those candidates with the most appropriate qualifications will be contacted by the hiring department for an interview.

**PRE-EMPLOYMENT REQUIREMENTS:** Any employment offer is **conditional** pending the results of all pre-employment screening processes required for the job, which may include but are not limited to the following: confirmation of citizenship/legal right to work in the United States; completion of a pre-employment medical review/exam (which may include drug/alcohol testing); reference checks; and a fingerprint check. The fingerprints will be submitted to the California Department of Justice for a conviction record report. All of these processes must be successfully completed before employment begins. **Note:** Misrepresentation, falsification, or omission of pertinent facts in any step of the screening/selection process may be cause for disqualification or termination of employment.

KIM/December 4, 1998/\*Rev. 7 (03-24-06)/Class 1401

**THE CITY OF SAN DIEGO PERSONNEL DEPARTMENT • "WORKING HARD TO KEEP SAN DIEGO WORKING"**

The City of San Diego has an active Equal Opportunity Program and vigorously supports workplace diversity. Applicants with disabilities who require testing accommodations may call (619) 236-6358. To obtain this information in alternative formats, persons with disabilities may call (619) 236-6467 or for TT (619) 236-6776.

# APPLICANT INFORMATION

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## APPLICATION INFORMATION

Application materials must be received at the Employment Information Center NO LATER THAN 5:00 P.M. ON THE FINAL FILING DATE. Postmarks as proof of meeting the final filing date are not accepted. If you are returning your application via the U.S. Postal Service, you should use "Certified Mail-Return Receipt Requested" to provide verification of timely delivery. Do not send applications via interoffice mail.

1. Starting salaries will be determined by the hiring department.
2. The hiring department with a vacancy will contact and interview eligible candidates as needed. All candidates may not be contacted. The final selection and offer of employment is made by the hiring department, not the Personnel Department.
3. Unless otherwise stated, relevant experience may be substituted for education.
4. Eligible lists may be used on a periodic basis. As such, lists may not be used for several months. Eligible lists may be extended by the Civil Service Commission.
5. Examination requirements and processes may be revised.
6. Experience, education, and all other information provided by an applicant orally or in writing are subject to verification.

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**FALSIFICATION:** Any misrepresentations or false statements during or after the employment process may be cause for disqualification or dismissal from employment.

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## GENERAL REQUIREMENTS

Requirements must be met at time of application unless otherwise stated.

The minimum age for most full-time employment is 18, unless you are 17 and a high school graduate. You must have the legal right to work in the U.S. or have U.S. citizenship. Persons hired must present acceptable proof of identity and the legal right to work in the United States and the authenticity of the documents must be verified before starting work. After hire, you will be required to sign a loyalty oath and may be required to live in San Diego County.

**A CITY MEDICAL EXAMINATION** including drug screening and documentation of medical history may be conducted following a conditional offer of employment or promotion. Medical condition must enable the applicant to perform the essential duties of the position.

The City of San Diego is committed to a drug and alcohol free workplace.

**THE CITY OF SAN DIEGO SUPPORTS WORKPLACE DIVERSITY** and does not discriminate on the basis of race, sex, age, ancestry, national origin, political/religious affiliation, sexual orientation, AIDS or HIV status, cancer, or non-job related physical/mental disability. The City is committed to making its jobs, programs, and services accessible to all persons and complies with all ADA non-discrimination requirements in its employment practices.

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**A CONVICTION RECORD FORM must be submitted before hire. On it you must list all criminal convictions** you have had. A criminal record is not necessarily a basis for disqualification from City employment. Each applicant's conviction record will be evaluated on a case by case basis considering the type and seriousness of the crime, how much time has elapsed, and the nature of the job.

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## EMPLOYEE BENEFITS

City Employees may be eligible to participate in a benefit program including holidays, vacations, savings and retirement plans, health programs, and other benefits.

Benefits may change due to employer-employee contract negotiations.

## REQUIREMENTS FOR PROMOTIONAL EXAMINATIONS

1. Current City employment, or currently on a Re-employment List or Leave of Absence.
2. Six months of continuous City employment in the Classified Service immediately prior to the application closing date or, if no closing date is specified, by date of application filing (exceptions: Persons recently hired from Re-employment Lists, and employees in the Unclassified Service if the employee has six months in the Classified Service with no break in service, prior to becoming an Unclassified employee).
3. Most recent performance evaluation in your current City classification must be other than "Unsatisfactory".

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**The provisions of this bulletin do not constitute an expressed or implied contract.**

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**DIVERSITY BRINGS US ALL TOGETHER**